

```
>>> 4% does not exist
>>> 23% does not exist
>>> 2% does not exist
>>> 3 of the specified files are not available
      10Jan12 12:49:41 User276703 Session D210.1
      #0.00 0.245 DfalUnits File415
00.00 Estimated cost #11e415
00.11 INTERNET
00.11 Estimated cost this search
00.11 Estimated total session cost 0.245 DfalUnits
```

```

*File 0 = D:\ALCO OneSearch
*File 1545\Info\Info PM 1971-2012\Jan 28
(c) 2012 Proquest Information Group Inc
*File 1616\Gale Group PQOMI (R) 1990-2012\Jan 26
(c) 2012 Gale/Cengage
*File 1684\Gale Group Trade (R) Industry BD 1976-2012\Jan 25
(c) 2012 Gale/Cengage
*File 1481 CURRENT feature not working. See HELP NEW1481.
*File 1603\Gale Group PQOMI (R) 1972-1989
(c) 1999 The Gale Group
*File 479\Gale Group Computer DB/ITM 1983-2012\Jan 27
(c) 2012 Gale/Cengage Inc
*File 621\Gale Group New Prod Annou. (R) 1985-2012\Jan 25
(c) 2012 Gale/Cengage
*File 948\News & Industry (R) Jul 1994-2012\Jan 27
(c) 2012 Gale/Cengage
*File 20\Global Global Reporter 1997-2012\Jan 30
(c) 2012 Wiking
*File 610\Business Wire 1959-2012\Jan 30
(c) 2012 Business Wire.
*File 610: contains data from 3/99 forward.
For archive data (1986-1995) see File 810.
*File 613\99 NewsWire 1959-2012\Jan 30
(c) 2012 99 NewsWire Association Inc
*File 611: File 611 now contains data from 3/99 forward.
Archive data (1987-1995) is available in File 813.
*File 644\Jones & Hillill Pub. Inc 1985-2012\Jan 27
(c) 2012 McGraw-Hill Co. Inc
*File 674\San Jose Mercury Jun 1985-2012\Jan 27
(c) 2012 San Jose Mercury News
*File 610\Gale Group Newsletter (DB/ITM) 1987-2012\Jan 25
(c) 2012 Gale/Cengage
*File 615\Business Wire 1986-1995\Dec 28
(c) 1995 Business Wire
*File 810: contains data from 1986-1995.
*File 610 For current data
*File 613\99 NewsWire 1987-1999\Apr 30
(c) 1999 99 NewsWire Association Inc
*File 813: contains data from 1987-1999
For current data see File 613.
*File 71\99\99 1984-2012\Jan W4
(c) 2012 The 199
*File 2: Per the supplier, UD2011WG is the last update of 2011.
*File 35\Observation Ann OnLine 1861-2011\Dec
(c) 2012 Proquest Information Group Inc
*File 65\Inside Conferences 1991-2012\Jan 30
(c) 2012 EC&O all rts. renews
*File 95\WMI Appl. 1981-2012\Jan 28
(c) 2011 WMI Appl. 1981-2012\Jan 28
(c) 2011 The HM Wilson Co.
*File 49: The last update to this file is UD2011WG, which contains
December 2011 data. This file is not
*File 674\New York Times Abs 1963-2012\Jan 29
(c) 2012 The New York Times
*File 679\Wall Street Journal Abs 1973-2011\Feb 14
(c) 2011 The New York Times
*File 4781 This file no longer updates. Please see
NewsHour for most recent content
*File 1931\Gale Group GlobalBase(TM) 1996-2002\Dec 17
(c) 2002 Gale/Cengage
*File 55: This file is a rezipper updating as of 12-11-2002.

```

Set	Items	Description
100	1000000	1000000000

2 8 48 DREW, JAMES HOWARD

EN	ITEM	NAME
E1	1	*AD-DREW, JAMES HOWARD
E2	1	*AD-DREW, JAMES V.
E3	1	*AD-DREW, JAMES BRITAIN
E4	3	*AD-DREW, JANE
E5	1	*AD-DREW, JANET MARIE
E6	6	*AD-DREW, JANINE
E7	1	*AD-DREW, JASON
E8	1	*AD-DREW, JEAN EMMOTT
E9	1	*AD-DREW, JERANNIHE DORIS
E10	1	*AD-DREW, JEFF
E11	1	*AD-DREW, JENNIFER DANN
E12	3	*AD-DREW, JENNIFER
E13	1	*AD-DREW, JENNIFER C.
E14	5	*AD-DREW, JERRY
E15	1	*AD-DREW, JERRY IRA
E16	1	*AD-DREW, JESSE DOANE
E17	1	*AD-DREW, JESSE M.
E18	1	*AD-DREW, JESSE TOM A.
E19	1	*AD-DREW, JESSE L.
E20	1	*AD-DREW, JESSICA LADPIN
E21	3	*AD-DREW, JILL
E22	1	*AD-DREW, JO
E23	7	*AD-DREW, JO

```

E24 1 AD=DREW, JOANNE
E25 7 AD=DREW, JOHN
E26 1 AD=DREW, JOHN CLAYTON
E27 1 AD=DREW, JOHN DOYLE
E28 2 AD=DREW, JOHN F.
E29 1 AD=DREW, JOHN H.
E30 1 AD=DREW, JOHN MENDY
E31 1 AD=DREW, JOHN MICHAEL
E32 2 AD=DREW, JOHN ROBERT
E33 1 AD=DREW, JOHN S.
E34 1 AD=DREW, JOHN SCHWARTZ AND CHRISTOPHER
E35 3 AD=DREW, JOHN W
E36 6 AD=DREW, JOHANNAN
E37 4 AD=DREW, JOSEPH
E38 1 AD=DREW, JOSEPH B. TREASLER AND CHRISTOPHER
E39 1 AD=DREW, JOSEPH D.
E40 1 AD=DREW, JOSEPH SETH
E41 1 AD=DREW, JOSEPH WILLIAM
E42 2 AD=DREW, JOSEPH ADAM
E43 1 AD=DREW, JOSEPH M.
E44 1 AD=DREW, JUDITH
E45 1 AD=DREW, JUDITH C.
E46 1 AD=DREW, JUDITH L.
E47 1 AD=DREW, JULIA KELLOGG
E48 1 AD=DREW, JULIE ANN
E49 24 AD=DREW, K.
E50 1 AD=DREW, K. F.

```

Enter F or PAGE for more

? select a1

```

>>>One or more prefixes are unsupported
>>> or undefined in one or more files.
      1 AD=DREW, JAMES HOWARD

```

? t a1/3,k/1

1/3,K/1 (Item 1 from file 35)  
 DIALOG(R)File 35 Dissertation Abs Online  
 (c) 2012 ProQuest InfoLearning All rights reserved

755067 ORDER NO. AAD81-22510  
 NONRESPONSE IN SURVEYS WITH CALLBACKS

Author: DREW, JAMES HOWARD

Degree: PH.D.

Year: 1981

Corporate Source/Institution: IOWA STATE UNIVERSITY ( 0097 )

Source: Volume 4204B of Dissertations Abstracts International

PAGE 1513 188 PAGES

Author: DREW, JAMES HOWARD

? a a1drew, james

```

a1c Items Index-term
E1 2 AD=DREW, JAMES
E2 5 AD=DREW, JAMES H.
E3 2 AD=DREW, JAMES H.
E4 1 AD=DREW, JAMES HOWARD
E5 1 AD=DREW, JAMES V.
E6 1 AD=DREW, JANA BRITTAIN
E7 3 AD=DREW, JANE
E8 1 AD=DREW, JANET MARIE
E9 6 AD=DREW, JANISSE
E10 1 AD=DREW, JASON
E11 1 AD=DREW, JEAN SINGOFF
E12 1 AD=DREW, JEANETTE DORIS
E13 15 AD=DREW, JEFF
E14 1 AD=DREW, JENIFER DAWN
E15 3 AD=DREW, JENNIFER
E16 1 AD=DREW, JENNIFER C.
E17 5 AD=DREW, JEREMY
E18 1 AD=DREW, JERRY TRA
E19 1 AD=DREW, JESSE DOANE
E20 1 AD=DREW, JESSE M.
E21 1 AD=DREW, JESSE TOM A.
E22 1 AD=DREW, JESSTICA L.
E23 1 AD=DREW, JESSICA LAUREN
E24 3 AD=DREW, JILL
E25 1 AD=DREW, JIM
E26 7 AD=DREW, JO
E27 1 AD=DREW, JOANNE
E28 7 AD=DREW, JOHN
E29 1 AD=DREW, JOHN CLAYTON
E30 1 AD=DREW, JOHN DOYLE
E31 2 AD=DREW, JOHN F.
E32 1 AD=DREW, JOHN H.
E33 1 AD=DREW, JOHN MENDY
E34 1 AD=DREW, JOHN MICHAEL
E35 2 AD=DREW, JOHN ROBERT
E36 1 AD=DREW, JOHN S.
E37 1 AD=DREW, JOHN SCHWARTZ AND CHRISTOPHER
E38 3 AD=DREW, JOHN W
E39 6 AD=DREW, JOHANNAN
E40 4 AD=DREW, JOSEPH
E41 1 AD=DREW, JOSEPH B. TREASLER AND CHRISTOPHER
E42 1 AD=DREW, JOSEPH D.
E43 1 AD=DREW, JOSEPH SETH
E44 1 AD=DREW, JOSEPH WILLIAM
E45 1 AD=DREW, JOSEPH ADAM

```

```

E46      1  AD=DREW, JOSHUA N
E47      1  AD=DREW, JUDITH
E49      1  AD=DREW, JUDITH C.
E49      1  AD=DREW, JUDITH L.
E50      1  AD=DREW, JULIA KSELLOG

```

Enter P or PAGE for more

7 select e2,e3,e4

```

>>>One or more prefixes are unsupported
>>> as undefined in one or more files.
      5  AD=DREW, JAMES R
      2  AD=DREW, JAMES R.
      1  AD=DREW, JAMES HOWARD
    e2      6  E2,E3,E4

```

7 i s2/3,k/1-8

Dialog eLink: 

2/3,K/1 (Item 1 from file 15)  
 DIALOG(R)File 15 ABI/Inform(R)  
 (c) 2012 ProQuest InfoLearning. All rights reserved.

02713155 535853461  
**A STUDY IN BUSINESS-TO-BUSINESS COMPLAINING BEHAVIOR: YELLOW PAGES ADVERTISERS**

Drew, James H; Mani, D R; Datta, Piew; Howard, Jeffrey; Griffin, Shad  
 Journal of Consumer Satisfaction, Dissatisfaction & Complaining Behavior v16 pp: 1-9  
 2003  
 ISSN: 0899-8620 Journal Code: CSCD  
 Word Count: 3233  
 Drew, James H.

Dialog eLink: 

2/3,K/2 (Item 2 from file 15)  
 DIALOG(R)File 15 ABI/Inform(R)  
 (c) 2012 ProQuest InfoLearning. All rights reserved.

02502236 67568701  
**Targeting customers with statistical and data-mining techniques**

Drew, James H; Mani, D R; Betz, Andrew L; Datta, Piew  
 Journal of Service Research v3r3 pp: 205-219  
 Feb 2001  
 ISSN: 1084-6705 Journal Code: SRES  
 Word Count: 5386  
 Drew, James H.

Dialog eLink: 

2/3,K/3 (Item 3 from file 15)  
 DIALOG(R)File 15 ABI/Inform(R)  
 (c) 2012 ProQuest InfoLearning. All rights reserved.

01317007 89-66403  
**Becoming partners with internal customers**

Drew, James H; Russell, Tye R  
 Quality Progress v29n10 pp: 51-54  
 Oct 1996  
 ISSN: 0033-524X Journal Code: OPR  
 Word Count: 2499  
 Drew, James H.

Dialog eLink: 

2/3,K/4 (Item 4 from file 15)  
 DIALOG(R)File 15 ABI/Inform(R)  
 (c) 2012 ProQuest InfoLearning. All rights reserved.

00547077 91-21422  
**A Multistage Model of Customers' Assessments of Service Quality and Value**

Bolton, Ruth N.; Drew, James H.  
 Journal of Consumer Research v17n4 pp: 375-384  
 Mar 1991  
 ISSN: 0093-5301 Journal Code: JCR  
 Drew, James H.

Dialog eLink: 

2/3,K/5 (Item 5 from file 15)  
 DIALOG(R)File 15 ABI/Inform(R)  
 (c) 2012 ProQuest InfoLearning. All rights reserved.

00555031 91-69375  
**A Longitudinal Analysis of the Impact of Service Changes on Customer Attitudes**

Bolton, Ruth N., Drew, James H.  
Journal of Marketing v35n1 pp. 1-9  
Jan 1991  
ISSN: 0022-2429 Journal Code: JMK  
Drew, James H.

2/3 K/6 (Item 1 from file 35)  
DIALOG(R) File 35 Dissertation Abs Online  
(c) 2012 ProQuest InfoLearning All rights reserved

756067 ORDER NO: AAD81-22510  
NONRESPONSE IN SURVEYS WITH CALLBACKS

Author: DREW, JAMES HOWARD  
Degree: PH D  
Year: 1981  
Corporate Source/Institution: IOWA STATE UNIVERSITY ( 0097 )  
Source: Volume 4204B of Dissertations Abstracts International  
PAGE 1515 - 168 PAGES  
Author: DREW JAMES HOWARD

Dialog eLink: 

2/3 K/7 (Item 1 from file 99)  
DIALOG(R) File 99 Wilson Appl Sci & Tech Abs  
(c) 2011 The HW Wilson Co. All rights reserved.

1444332 H.W. Wilson Record Number: BAST96064359  
Becoming partners with internal customers

Drew, James H.; Fussell, Tye R.  
Quality Progress v. 29 (Oct. '96) p. 51-4  
Document Type: Feature Article ISSN: 0033-524X  
Drew, James H.

Dialog eLink: 

2/3 K/8 (Item 2 from file 99)  
DIALOG(R) File 99 Wilson Appl Sci & Tech Abs  
(c) 2011 The HW Wilson Co. All rights reserved

0999982 H.W. Wilson Record Number: BAST91034468  
Modern data analysis [book review]

Hamilton Lawrence C., Drew, James H reviewer  
Technometrics v. 33 (Nov. '91) p. 467-8  
Document Type: Reviews ISSN: 0040-1706  
Drew, James H.

9

9 e sus LIU, HUI

Ref	Items	Index-term
E1	121	AD=LIU, HUI
E2	1	AD=LIU, HUI CHUN
E3	1	AD=LIU, HUI HAI
E4	1	AD=LIU, HUI KAN
E5	1	AD=LIU, HUI LAI
E6	1	AD=LIU, HUI MIN
E7	2	AD=LIU, HUI QIN
E8	1	AD=LIU, HUI SHEN
E9	1	AD=LIU, HUI-CHEN WANG
E10	2	AD=LIU, HUI-CHEN
E11	2	AD=LIU, HUI-CHUN
E12	2	AD=LIU, HUI-CHUNG
E13	3	AD=LIU, HUI-FANG
E14	1	AD=LIU, HUI-FENG
E15	4	AD=LIU, HUI-HAI
E16	1	AD=LIU, HUI-HAN
E17	3	AD=LIU, HUI-TEANG
E18	1	AD=LIU, HUI-JO CARPOL
E19	3	AD=LIU, HUI-JUAN
E20	1	AD=LIU, HUI-JUN
E21	1	AD=LIU, HUI-LAN
E22	1	AD=LIU, HUI-LIN
E23	1	AD=LIU, HUI-LING
E24	2	AD=LIU, HUI-LIU
E25	1	AD=LIU, HUI-MIN
E26	1	AD=LIU, HUI-O
E27	2	AD=LIU, HUI-PING
E28	4	AD=LIU, HUI-RONG
E29	2	AD=LIU, HUI-TU
E30	1	AD=LIU, HUI-TUO
E31	1	AD=LIU, HUI-YIN
E32	3	AD=LIU, HUI-YUN
E33	2	AD=LIU, HUI-ZHOU
E34	2	AD=LIU, HUI-ZHOU
E35	2	AD=LIU, HUI-ZHOU
E36	1	AD=LIU, HUI-ZHOU
E37	2	AD=LIU, HUI-ZHOU
E38	2	AD=LIU, HUI-ZHOU

```

E39      2 AD=LIU, HUIFANG
E40      1 AD=LIU, HUIYUE
E41      2 AD=LIU, HUIYUE
E42      1 AD=LIU, HUIYUE
E43      3 AD=LIU, HUIJIN
E44      1 AD=LIU, HUIJING
E45      5 AD=LIU, HUIJUN
E46      1 AD=LIU, HUIJUN
E47      7 AD=LIU, HUIKAN
E48      3 AD=LIU, HUILI
E49      1 AD=LIU, HUILIANG
E50      6 AD=LIU, HUILING

```

Enter P or PAGE for more

? select a1

```

>>>One or more prefixes are unsupported
>>> of undefined in one or more files.
      23      121 AD='LIU, HUI'

```

? s s3 and model and employee and task and score

```

      121      23
      5194415 MODEL
      3705745 EMPLOYEE
      2969726 TASK
      2243049 SCORE
      24      0 S3 AND MODEL AND EMPLOYEE AND TASK AND SCORE

```

? s s3 and model and productivity and score

```

      121      23
      5194415 MODEL
      2957113 PRODUCTIVITY
      2243049 SCORE
      25      0 S3 AND MODEL AND PRODUCTIVITY AND SCORE

```

? s s3 and productivity and score

```

      121      23
      2957113 PRODUCTIVITY
      2243049 SCORE
      26      0 S3 AND PRODUCTIVITY AND SCORE

```

9